Call Centres in Denmark 2004 - Strategy, HR Practices & Performance

This survey is the first scientifically based benchmarking study of the Danish call centre industry. The main results from the study are based on answers from 128 call centres, which correspond to a response rate of 65%. The Danish study is part of a global project coordinated by researchers at Cornell University, US; University of Sheffield, UK; and Duisberg University, Germany. The project includes 18 countries worldwide.

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